

OIR: 2324/646

8 September 2023

[REDACTED]  
[REDACTED]

Tēnā koe [REDACTED]

**Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)**

Thank you for your email of **21 August 2023** requesting the following information:

**1. *The average time for a consent to be processed and approved at your council***

Over the last 12 months the average processing time for a building consent was 12 days.

**2. *How many consents have been sitting with the council for more than 6 months since it was first submitted, with a decision yet to be made***

We currently have 14 applications where it has been more than 6 months since they were submitted. Five of these have been put on hold by the applicant and the remainder are waiting on further information from the applicant.

**3. *What is the main cause of delays to processing consents***

There are several reasons for delays in processing building consent applications. One is the poor quality of applications where the drawn details supplied by the designers are either inadequate or do not comply with the Building Code.

Another reason is a lack of detail in the application with it being common for information to be missing from the application- specifications and technical literature.

*Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.*

Anecdotally we understand the main cause of delays for customers when supplying requested information to council is the time it takes for their consultants-architects, engineers etc to respond to the request.

**4. How many staff work to process consents at the council**

The council has 7 full time staff who process building consent applications. We also have contracts with 3 firms who provide additional support to process applications on an as needed basis.

**5. How much was spent in the last FY on processing consents (total cost including staffing)**

Total costs to process building consents over the last 12 months was \$2,192,788.00.

**6. What work, if any, is underway to streamline the consenting process at your council**

The council is always looking at ways of streamlining the consenting process. This includes participating in sector forums where we share insights with the audience on things they should be considering when lodging applications.

As part of our ongoing accreditation as a building consent authority we have a program of continuous improvement including streamlining our processes and customer guidance, introduction of better technology as well as regular and ongoing training of our officers.

I hope I have answered your questions, otherwise please feel free to contact Building Team Manager Steve Cody. Email: [steve.cody@kapiticoast.govt.nz](mailto:steve.cody@kapiticoast.govt.nz) Alternatively, you have the right to request the Ombudsman to review this decision. Complaints can be sent by email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz), by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi

A handwritten signature in blue ink, appearing to read 'James Jefferson', with a long horizontal line extending to the right.

**James Jefferson**

Group Manager Regulatory Services  
Te Kaihautū Ratonga Whakaritenga